➢ **PLEASE NOTE**: All screen shots are taken from Internet Explorer 9, but Internet Explorer 11 will have the same options and functionality.

STEP 1:
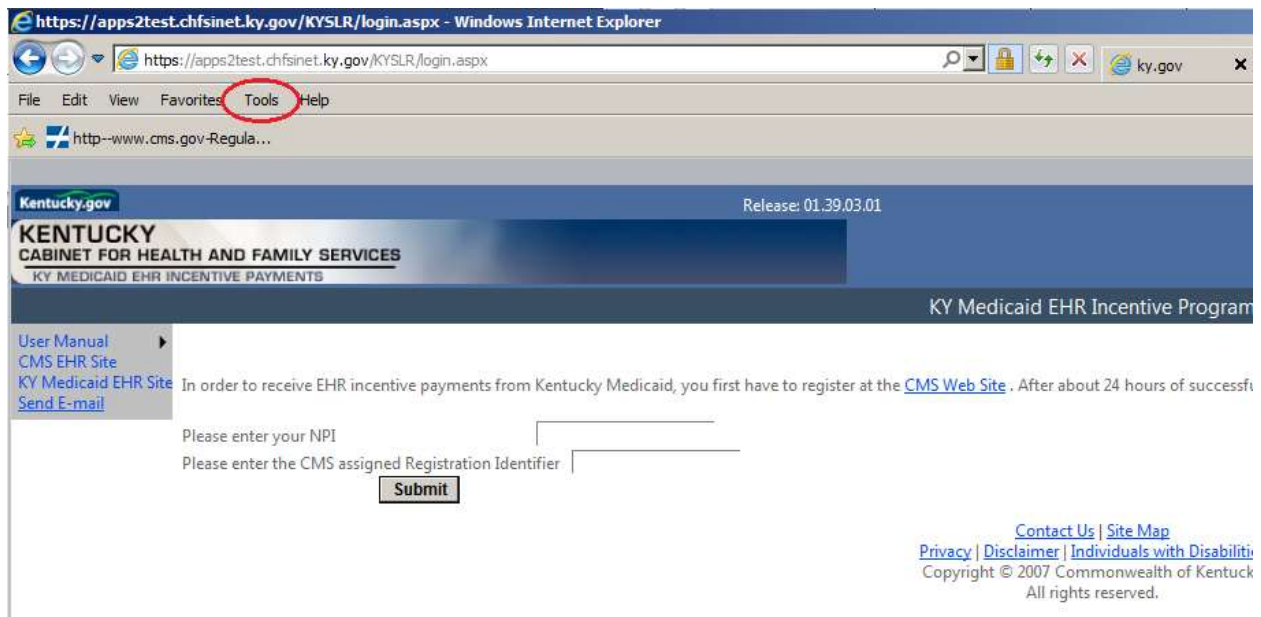
Please navigate to the following screen using your current Internet Explorer browser, using this link:
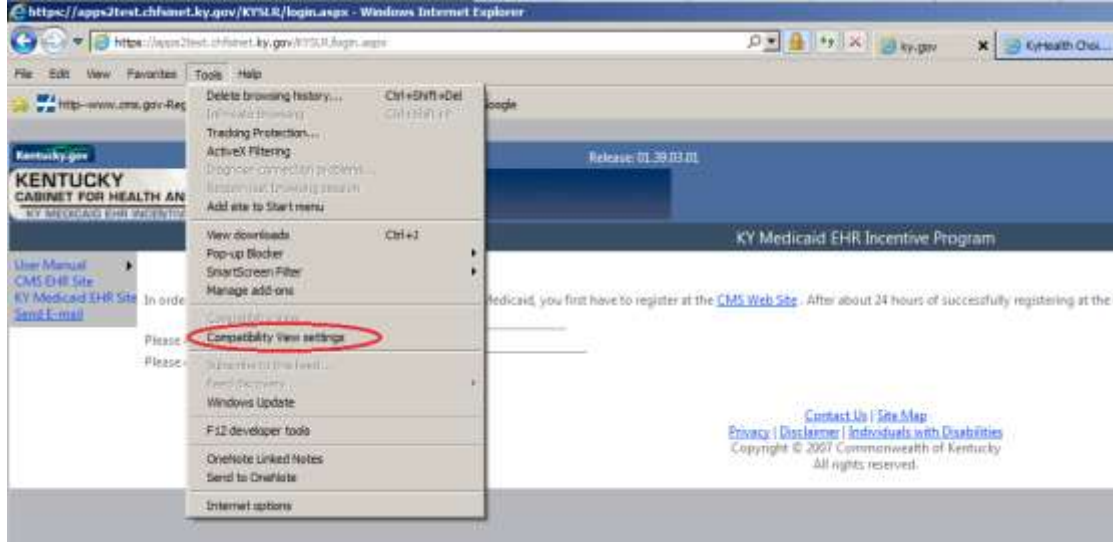
https://prd.chfs.ky.gov/kyslr/

STEP 2:

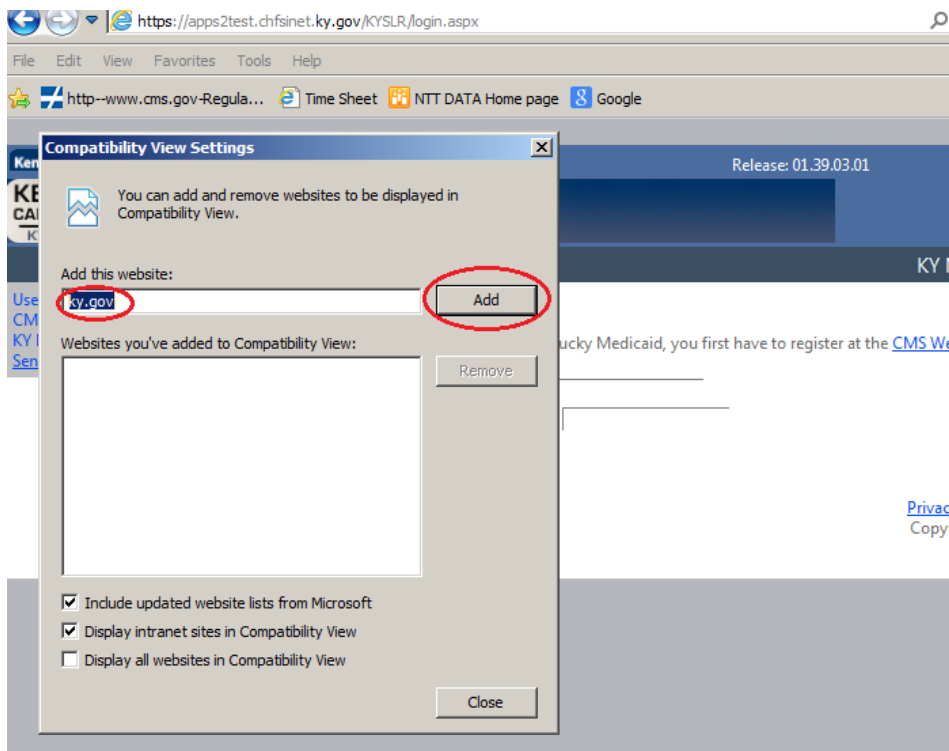Access the "Tools" Option on the Internet Explorer tool bar.

Select "Compatibility View Settings" from this drop-down menu as shown below:

STEP 3:

Upon selection of "Compatibility View Settings" a pop-up dialogue box will appear. Within the "Add this website" area, you should see the ky.gov extension. If this is not there, manually type "ky.gov" into this field, and then select the "Add" button.

STEP 4:

Shut down all sessions you may have open of Internet Explorer and COMPLETELY close out of your browser, and then re-open and to go to the following link: https://prd.chfs.ky.gov/kyslr/ . Your internet compatibility issues should now be resolved. If you are still experiencing difficulties, please send an email to: ehrincentives@ky.gov .